

Polomolok Water District
CITIZEN/ CLIENT SATISFACTION REPORT

A. Description of the methodology of the Citizen/ Client Satisfaction Survey used for each reported service.

1. Scope and Period Covered of the Citizen/ Client Satisfaction Survey

This customer satisfaction survey covers the evaluation of all services provided by Polomolok Water District to its customers particularly the water quality, water supply, personnel services, and office facilities. The survey was conducted for the periods January-June 2019 and July-December 2019.

2. Methodology of the Citizen/ Client Satisfaction Survey

The survey was conducted in person to randomly selected customers of Polomolok Water District who visited the main office and sub-offices of the agency. The questions used for the questionnaire were answerable by four (4) "yes" or "no" and three (3) open-ended questions to address the satisfaction of customers on the District's services involving water quality, water supply, personnel services, and office facilities. The questionnaire used was written in English with a Filipino translation for the convenience of the respondents.

B. Results of the Citizen/ Client Satisfaction Survey for FY 2019 (Include a sample of the Citizen/ Client Satisfaction Survey feedback/ survey form)

The table presented below summarizes the result of the Customer Satisfaction Survey conducted for the 2 periods of 2019.

Parameters	Satisfaction Rating		
	Jan-Jun 2019	Jul-Dec 2019	Ave. Rating
Water Supply	99.21%	90.07%	94.64%
Water Quality	95.13%	95.57%	95.35%
Personnel Services	98.01%	97.88%	97.95%
Office Facilities	99.40%	99.69%	99.55%
Over-all Customer Satisfaction	97.94%	95.80%	96.87%

The result showed that majority of the customers of Polomolok Water District were satisfied with its services in all of the parameters with an average rating of 97.94% and 95.80% over-all customer satisfaction for the first and second survey respectively. Also, the average rating of customer satisfaction for the whole year of 2019 is computed at 96.87%.

The results also showed a decrease in customer satisfaction rating from the first to the second survey for water supply and personnel services. On the other hand, an increase was recorded for the parameters of water quality and office facilities for the second survey. Based on the data provided above, the customers were most satisfied with the agency's office facilities, followed by personnel services, water quality and water supply.

As a result of the survey, the following complaints or concerns of customers were summarized for every parameter.

Parameters	Issues/ Concerns
Water Supply	<ul style="list-style-type: none"> ● Inadequate water supply especially during peak hours in particular areas
Water Quality	<ul style="list-style-type: none"> ● Smell of rust in the water due to aged pipes ● Presence of sand and dirt in the water due to siphoning of particles after water interruption ● Bubbly and milky white color of water due to high water pressure
Personnel Services	<ul style="list-style-type: none"> ● Limited number of cashiers ● Availability of on-line payment services ● Some cashiers were not smiling when accommodating customers ● Employees were cutting in line when paying bills ● Delayed delivery of water bills ● Information and advisories were delayed or were not well disseminated to the customers which resulted to disappointed customers
Office Facilities	<ul style="list-style-type: none"> ● The space of the seminar room is small to accommodate all customers for the orientation of new service connections ● Congested lobby area and insufficient chairs available for the customers especially during due dates

A sample of the customer satisfaction form is presented on the next page.



CUSTOMER SATISFACTION SURVEY

CONFIDENTIAL WHEN ACCOMPLISHED

I am happy with your ...

Ako ay masaya sa inyong ...

YES NO

I. **WATER QUALITY** (*Malinis po ba ang kalidad ng tubig?*)

II. **WATER SUPPLY** (*Palagi po bang may tubig sa inyo?*)

III. **PERSONNEL SERVICES** (*Kuntento ba kayo sa serb*

a. *in what area are you satisfied?*

(Sa anong serbisyo po kayo nasisiyahan?)

b. *In what area do you have complaints?*

(Sa anong serbisyo po kayo may reklamo?)



YES NO

IV. **OFFICE FACILITIES** (*Komportable po ba kayo sa aming pasilidad?*)

Do you have any comments / suggestions to further improve our services?

Mayroon ba kayong anumang mga puna o mungkahi upang mas lalo pang mapabuti and aming serbisyo?

CUSTOMER'S DETAILS

Name : (OPTIONAL) _____

Address : (REQUIRED) _____

Contact No. : (REQUIRED) _____

Please drop this form in the box near the Public Information and Assistance Desk (PIAD).

Thank You.

REPORT LEAKS AND ILLEGAL CONNECTIONS.

CALL WD HOTLINE NO. 500-9400 or TEXT CP NO. 09179425459

We have 24/7 maintenance monitoring

C. Results of the Action Plan Reported in the 2018 PBB

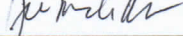
Action Plan (Recommendations)	Responsible Division	Implementation Status
1. Water Quality		
1.1 Check and clarify with the respondent/ area/s with issues.	EOD-PS	implemented effective 2019
1.2 Include in the Orientation the importance of chlorine in the system.	CD	included in the orientation to new service connection applicants
1.3 More focus/ investment on water quality.	EOD-PS / OGM	hired the services of a Chemical Engineer in 2019
2. Water Supply		
2.1. Consider factors affecting water supply such as: pipe size, increase in the number of connections,	EOD-CMS	Processed the availment of P110M loan from LWUA for the PoIWD Water Supply Improvement Project from Brgy. Pagalungan to Silway-8, Pol., So.Cot.
2.2 Area elevation, installation of PRVs.	EOD-CMS	continue the installation of PRV's in strategic areas
2.3. Commission the drilling of 2 production wells (Brgy. Poblacion and Brgy. Pagalungan)	EOD-PS	Drilling of 2 Production wells completed in 2019
3. Personnel Services		
3.1 Increase customer awareness on PoIWD policies	All concerned Division	Included in the annual orientation for the employees to give the right / correct answer to customer's queries
3.2 Enhance customer-focused services / equip employees with needed skills by sending/ attending seminars/ trainings.	AD-HR	In-house Customer Service seminar for PoIWD frontliners for implementation in 2019
4. Office Facilities		
4.1 consider installing additional air conditioning units at the lobby	AD-GSO	additional air conditioning unit installed at the lobby in 2019
5. Address customer's concern raised in the survey. Interview the respondent, if issues has been addressed to ensure satisfaction.	All concerned Division	implemented by concerned Division effective 2019
6. Proposed the inclusion of conducting random telephone survey in the next survey period to increase the number of respondents	OGM-PR	not yet implemented
7. Maintain the 95% customer satisfaction and continue the conduct of the survey to evaluate satisfaction and opinions of services provided.	OGM-PR	customer satisfaction maintained - 2018: 95.86% ; 2019: 96.8%
8. Encourage existing customers to update their contact number with PoIWD. Advise CD to get contact number of new SC applicants. Consider the conduct of "update & win" promo.	CD	updating of existing customer number and new SC applicants is on going but the "update & win" promo was not implemented
9. Share the results of this survey with both employees and customers to create awareness and involvement with PoIWD goals and objectives.	OGM-PR	included in "Tuburan" PoIWD's official newsletter ; relayed to employees in the annual orientation and BOD's during BOD meeting


D. Continuous improvement plan for FY 2020

Parameters	Issues/ Concerns	Action Plan	Responsible Division	Status of Implementation
1. Water Supply	intermittent water supply to low to no water in some areas	Implement the P110M water supply system improvement project from Brgy. Pagalungan to Siwaly-8 ; replacement of undersized pipes with bigger sizes	EOD-CMS	for implementation this 2020
		install PRV's ; Implement valving scheme	EOD-CMS	continuously implemented
		increase production capacity of well or develop new wells	EOD-PS	continuously implemented
2. Water Quality	Smell of chlorine in the water	Inform the customers thru the orientation to new service connection applicants that chlorine is used to make the water safe for human consumption ; The amount of chlorine used is in accordance with the Philippine National Standard for Drinking Water (PNSDW) ; Barangayan	CD	orientation to new service connection applicant conducted twice a week (Tuesday and Thursday) is continuously implemented ; started the one-
	Bubbly and milky white color of water	Inform the customers thru the orientation to new service connection applicants that high water pressure causes water to become bubbly and milky white but it is safe for drinking ; High water pressure is necessary to improve water supply to elevated areas ; Barangayan	CD	on-one orientation to Sr. Citizens, pregnant women, person with disability anytime (working hour only) at their convenience. included in the customers handbook.
	Presence of sand and dirt in the water	Inform the customers thru the orientation to new service connection applicants that the sand in the water is due to the siphoning of particles after water interruption.; Barangayan	CD	
		Encourage customers to give some time to PolWD to conduct flushing of water lines thru orientation and Barangayan	CD / EOD-CMS	continuously implemented
3. Personnel Services	1. Finance Division – Cashiering			
	Limited number of tellers / cashiers	Hire additional tellers / cashiers and payment windows in the main office	AD-HR and FD	done January 2020

Parameters	Issues/ Concerns	Action Plan	Responsible Division	Status of Implementation
3. Personnel Services	Lack of awareness on online payment and sub-collection offices	Decongest No. of customers paying at PoIWD office by increasing customer awareness on the online payment / e-service of LBP thru inclusion in the orientation, posting in FB page, website, SMS, newsletter, calendar and radio	CD ; OGM-MIS and PR	continuously implemented ; topic included in the orientation ; posted in fb page, etc.
	Some cashiers are not smiling when accommodating customers	Enhance customer-focused services. Equip frontliners with the needed skills by sending/ allowing them to attend seminars/ trainings on customer service	AD-HR ; All frontliners	In-house training on Customer Service for PoIWD frontliners conducted In 2019
	Employees are cutting in line when paying bills	Inform employees not to cut lines when paying bills	OGM	Remid PoIWD employees regarding this matter during the morning assembly
2. Commercial Division				
	No water bill received / delayed delivery of water bills	Purchase meter reading equipment	CD	Purchased the equipment on December 2019 and was utilized starting January 2020
	abrupt increase in water bill for the month	Conduct visual inspection of the connection and Inform the customer of the discovery (undetected leak, defective water meter, actual usage, etc.	CD	hired field investigator to conduct visual inspection of connections with high consumption in 2019
	high minimum charge	Inform customers attending orientation of PoIWD water rate which is 5% of the income of the Lowest Income Group ; Prepare a comparison of prices of commodities and water including benefits of having water within reach	CD	orientation on the affordability of PoIWD water rate continuously implemented

Parameters	Issues/ Concerns	Action Plan	Responsible Division	Status of Implementation
3. Personnel Services	2. Engineering and Operations Division			
	Response time on maintenance	Inform customers requesting maintenance that service is on first come first serve basis.	All Division receiving the request and guard on duty	continuously implemented ; included in the orientation
	Delayed receipt of information and advisories	Require customers to update their contact number with PolWD during survey in case they are one of the respondents; thru the PACD; post reminder in FB page ; send SMS at least once a month ; include in the orientation	OGM-MIS ; PR	implemented / posted
		include in the water bill the importance of updating their contact numbers	CD	for implementation
	allocate budget for additional SMS / text blast modem unit	OGM-MIS	2020	
4. Office Facilities	Inadequate space of customer's orientation room	Request the construction of seminar room	CD	Constructed in 2019
		Conduct a one-on-one orientation for sr. citizens, persons with disability, pregnant women and women with children	CD	continuously implemented as the need arises
	Congested lobby area and insufficient chairs especially during due dates	Include in the orientation to new service connection applicants awareness at the same time encourage the utilization of e-payment service of LBP and the existence of sub-collection offices in Gaisano and Cannery to avoid overcrowding especially during due date.	CD	continuously implemented
		Post other payment option in the FB page, website and announce in the radio	OGM-MIS ; PR	implemented / posted

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